1.   (Currently Amended) A method ~~of~~ for tracking changes to a customer system in a managed hosting environment, the method comprising:

detecting predetermined audit intervals to peform periodic audits;

performing the periodic audits of the customer system in accordance with the predetermined audit intervals, the performing of the periodic audits includes ~~by~~ executing an agent program that is resident on the customer system and that collects ~~information~~ audit data to be transferred to an application server connected with the customer system via a network; and

~~determining whether changes have been made to the software of the customer system by monitoring said information on the application server~~

transferring the audit data to the application server, the application server to perform a comparison of the audit data with previous audit data to detect changes to the customer system.

2.   (Currently Amended) The method of claim 1, wherein ~~said~~ the performing of the periodic audits comprises~~:~~

~~reading a predetermined set of information from the customer system;~~

~~generating a set of change data on the application server indicating changes that have been made to the customer system since the last periodic audit by comparing the predetermined set of information to a predetermined set of information recorded during a previous audit; and~~

storing ~~said change data~~ the changes on a database server connected with the application server via ~~a~~ the network.

3.   (Currently Amended)The method of claim 2, wherein ~~said predetermined set of information~~ the audit data comprises operating system files, file system, registry, and application software files of the customer system.

4.   (Currently Amended) The method of claim 2, wherein ~~said change data is~~ the changes are compressed and encrypted prior to being stored.

5.   (Currently Amended) The method of claim 1, further comprising:

checking out the customer system from the application server, ~~thereby allowing~~ to allow the application server to make the changes to ~~the~~ software of the customer system;

suspending the periodic ~~auditing~~ audits;

taking a first snapshot of the customer system;

checking in the customer system when the changes to the software of the customer system have been completed;

taking a second snapshot of the customer system;

generating change data on the application server by comparing the first snapshot and the second snapshot;

storing ~~said~~ the change data on ~~a~~ the database server ~~connected with the application server via a network~~; and

resuming the periodic ~~auditing~~ audits.

6.   (Currently Amended)The method of claim 5, wherein ~~said~~ the first and second snapshots comprise operating system files, file system, registry, and application software files of the customer system.

7.	(Currently Amended) The method of claim 5, wherein ~~said~~ the change data is compressed and encrypted prior to being stored.

8.	(Currently Amended) The method of claim 2, further comprising:

reading a set of rules from ~~a~~ the database server ~~connected with the application server via a network~~;

applying the set of rules to the change data to determine whether any of ~~said~~ the set of rules has been violated; and

responsive to a violation of any of ~~said~~ the set of rules, taking an action associated with a rule violated.

9.	(Currently Amended) The method of claim 8, wherein ~~said~~ the rules are stored on the database server.

10.	(Currently Amended) A system, comprising:

a customer system available to a customer in a managed hosting server, the customer system having an agent program to detect a predetermined audit intervals to perform periodic audits, to perform the periodic audits, and to collect audit data to be transferred to an application server;

~~an~~ the application server connected with ~~said~~ the customer system via a network to ~~generate change data based on audit data or snapshot data read from the customer system~~perform a comparison of the audit data with previous audit data to detect changes to the customer system;

a database server connected with ~~said~~ the application server via ~~a~~ the network to

~~maintain a database of~~ store ~~change data generated~~ changes detected by

the application server;

a report server connected with ~~said~~ the database server via ~~a~~ the network to

generate reports based on the ~~changed data~~ changes stored on the database

server;

a command center connected with ~~said~~ the application server and ~~said~~ the report

server via ~~a~~ the network to retrieve reports from the report server.

11.   (Currently Amended) The system of claim 10, wherein ~~said~~ customer system is

further to executes ~~an~~ the agent ~~application~~ program to ~~that periodically collects~~

~~audit data and~~ collects snapshot data responsive to a request from the application

server.

12.   (Currently Amended) The system of claim 10, wherein ~~said~~ the application sever

is further ~~configured~~ to:

~~read a predetermined set of information from the customer system;~~

~~generate a set of change data indicating changes that have been made to the~~

~~customer system since the last periodic audit by comparing the~~

~~predetermined set of information to a predetermined set of information~~

~~recorded during a previous audit; and~~

store ~~said~~ the ~~change data~~ changes on the database server.

13.   (Currently Amended) The system of claim 12, wherein ~~said~~ the application server compresses and encrypts ~~said change data~~ the changes before storing the ~~change data~~ changes on the database server.

14.   (Currently Amended) The system of claim 10, wherein ~~said~~ the application server is further ~~configured~~ to:
check out the customer system~~, thereby allowing~~ to allow the application server to
    make the changes to ~~the~~ software of the customer system;
suspend the periodic ~~auditing~~ audits;
take a first snapshot of the customer system;
check in the customer system when the changes to the software of the customer
    system have been completed;
take a second snapshot of the customer system;
generate change data by comparing the first snapshot and the second snapshot;
store ~~said~~ the change data on the database server; and
resume the periodic ~~auditing~~ audits.

15.   (Currently Amended) A machine-readable medium having stored thereon data representing ~~sequences~~ sets of instructions~~, said sequences of instructions~~ which, when executed by a ~~processor~~ machine, cause ~~said processor~~ the machine to:
detect predetermined audit intervals to perform periodic audits;
perform the periodic audits of the customer system in accordance with the
    predetermined audit intervals, the performing of the periodic audits
    includes ~~by~~ executing an agent program that is resident on the customer

system and that collects ~~information~~ audit data to be transferred to an

application server connected with the customer server via a network; and

~~determine whether changes have been made to the software of the customer~~

~~system by monitoring said information on the application server~~

transfer the audit data to the application server, the application server to perform a

comparison of the audit data with previous audit data to detect changes to

the customer system.

16.   (Currently Amended) The machine-readable medium of claim 15, wherein ~~said~~

the performing of the periodic audits comprises~~:~~

~~reading a predetermined set of information from the customer system;~~

~~generating a set of change data on the application server indicating changes that~~

~~have been made to the customer system since the last periodic audit by~~

~~comparing the predetermined set of information to a predetermined set of~~

~~information recorded during a previous audit; and~~

storing ~~said change data~~ the changes on a database server connected with the

application server via ~~a~~ the network.

17.   (Currently Amended) The machine-readable medium of claim 16, wherein ~~said~~

~~predetermined set of information~~ the audit data comprises operating system files,

file system, registry, and application software files of the customer system.

18. (Currently Amended) The machine-readable medium of claim 16, wherein ~~said~~ ~~change data~~ the changes are is compressed and encrypted prior to being stored.

19. (Currently Amended) The machine-readable medium of claim 15, ~~further~~ ~~comprising:~~ wherein the sets of instructions which, when executed by the machine, further cause the machine to:

~~checking~~ check out the customer system from the application server, ~~thereby~~ ~~allowing~~ to allow the application server to make the changes to the software of the customer system;

~~suspending~~ suspend the periodic ~~auditing~~ audits;

~~taking~~ take a first snapshot of the customer system;

~~checking~~ check in the customer system when the changes to the software of the customer system have been completed;

~~taking~~ take a second snapshot of the customer system;

~~generating~~ generate change data on the application server by comparing the first snapshot and the second snapshot;

~~storing~~ store ~~said~~ the change data on ~~a~~ the database server ~~connected with the~~ ~~application server via a network~~; and

~~resuming~~ resume the periodic ~~auditing~~ audits.

20. (Currently Amended) The machine-readable medium of claim 19, wherein ~~said~~ the first and second snapshots comprise operating system files, file system, registry, and application software files of the customer system.

21. (Currently Amended)The machine-readable medium of claim 19, wherein ~~said~~ the change data is compressed and encrypted prior to being stored.

22. (Currently Amended) The machine-readable medium of claim 16, ~~further comprising~~: wherein the sets of instructions which, when executed by the machine, further cause the machine to:

~~reading~~ read a set of rules from ~~a~~ the database server ~~connected with the application server via a network~~;

~~applying~~ apply the set of rules to the change data to determine whether any of ~~said~~ the set of rules has been violated; and

responsive to a violation of any of ~~said~~ the set of rules, ~~taking~~ take an action associated with a rule violated.

23. (Currently Amended) The machine-readable medium of claim 22, wherein ~~said~~ the rules are stored on the database server.